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People come First!

Are you doing the same work day in and day out? Are you looking for work that is challenging and rewarding? Are you looking for a profession where you can help make a positive change? If so, read on!



MANAGEMENT SERVICES TECHNICIAN 12 Month Limited Term Position

EMPLOYMENT OPPORTUNITY

The California Department of Social Services (CDSS) is inviting a highly motivated individual who thrives on changing workloads and priorities, variety of work, increasing responsibility and providing an important customer service function to apply for the Management Services Technician (MST) position. CDSS is considered a medium size department with approximately 4300 employees.

The MST is responsible for performing sensitive and complex technical examination and certification functions within the Examination and Certification Unit. We are seeking applicants who have: experience with the certification process; the ability to multi task; the ability to work independently; strong technical skills and excellent time management skills, and who can communicate effectively.

If you are selected for the position, you will be part of a family friendly group of staff and work in a comfortable team environment. Some travel is required. This position is located close to the downtown mall and restaurants. Applications will be accepted from individuals at the MST level or applicants who have transfer or promotional eligibility. Applications will be screened based on experience and desired qualifications, and the most qualified will be scheduled for an interview. Applicants with State Personnel Board online certification experience are encouraged to apply. All appointments are subject to internal hiring guidelines and SROA/Surplus provisions. There is a possibility this position may become permanent at a later date.

Final File Date: July 7, 2010

If you are interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

Contact Information: Julie Love
744 P Street, MS 8-15-59
Sacramento, CA 95814



MANAGEMENT SERVICES TECHNICIAN

JOB TITLE: Management Services Technician
POSITION NUMBER: 691-5278-006 (12 Month LT)
DIVISION/BRANCH: Administration/Human Resource Services Branch
BUREAU/SECTION/UNIT: Personnel Bureau/Exam Unit
LOCATION: Sacramento

Under the supervision of a Staff Services Manager I, the Management Services Technician (MST) will be responsible for the following duties and responsibilities within the Examination and Certification Unit.

A. Specific Duties Include:

- 40% Review requests for Personnel Action (PS222) to determine need for certification list; identify number of contacts/eligibles, order and coordinate release of contact letters; review returned contacts and notate responses on certifications; provide hiring supervisors with list of interested eligibles, including SROA or general reemployment; post hire and related certification clearances on SPB on-line system; answer questions related to the cert process from hiring supervisors; interpret and apply related laws, rules, procedures and policies.
- 35% Process and maintain requests for appropriate certification lists used for CDSS & CHHSA; act as primary liaison with SPB to coordinate and process transfer of list eligibility requests; review and evaluate online exam applications for MQ's prior to hire; verify flag codes are met on individuals record ensuring that list waivers and clearances are in compliance with SPB rules and California Government Codes; ensure SROA and general reemployment processes are followed. Analyze and resolve certification problems or inquiries; consult with internal and external customers to resolve complex hiring problems related to certifications; maintain files, records of certifications.
- 15% Code applications and enter into the SPB automated on-line system. Assist with proctoring written examinations. Travel as needed to assist with proctoring written examinations.
- 10% Provide general information about departmental exams and certification lists, policies or procedures to Departmental employees, other governmental entities and the public.

B. Supervision Required:

Supervision is provided by a Staff Services Manager I. The MST may occasionally take direction from the lead analyst in the Exam & Certification Unit. While in a training capacity the MST will receive closer direction and supervision.

C. Administrative Responsibility:

None

D. Personal Contacts:

The incumbent will have contact with a wide variety of departmental managers, Personnel and Administrative Liaisons, attendance coordinators, and staff, including State Personnel Board staff and personnel staff within the Human Resource Services Branch and other state departments. Contacts will also be made with members of the general public who inquire about the certification process, their list eligibility, the hiring process, examinations, and vacant positions in the department, as well as other general Personnel related information.

E. Actions and Consequences:

The role of this position is critical within the recruitment and hiring process of CDSS and CHHSA. This position assists in providing the appropriate certifications and contact letters, enabling programs to make selections of eligibles to meet their program and the department's objectives.

F. Other information:

n/a